Class Code   4919/Exempt
Position Title   Program Manager
Working Area   Information Services, TNT Team
Effective Date   10/01/03

SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

JOB DESCRIPTION

Scope

Manages all technical work establishing computer networks, defining computer system requirements, midrange and telephone operations and associated upgrades/maintenance of attached peripherals. Coordinate with Customer Service Team to promote reliable and timely completion of customer requests.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Manage technical projects including changes in projects and design to monitoring and tracking. Analyze and interpret all information concerning computer operations. Modify server parameters. Perform ongoing performance monitoring and capacity planning for all servers and network components. Support telephone equipment and provide regular preventative maintenance. Manage technical support of the leasing program. Track service calls of technical team, assign work priorities to staff, and maintain records of all work done on County owned computer equipment. Coordinate computer maintenance with service vendor. Recommend all hardware/software equipment and peripherals. Coordinate all computer hardware and software installations. Maintain inventory of all computer hardware and software. Initiate, review, and recommend for approval by the division manager, computer system upgrades and enhancements. Work closely with user departments to determine computer needs and general work environments. Maintain personal computer inventory to determine countywide computer system standards. Provide technical and professional support and guidance to subordinate personnel. Develop, implement, and assist with projects. Initiate and effectively recommend to the Division Manager, for final approval by the Department Director, for hiring, termination, performance evaluations, disciplinary and/or commendatory actions for all assigned personnel. Perform hardware and software diagnostics to determine source of problems and coordinate resolution of computer and telephone problems. Assist Division Manager with budget preparation. Perform other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge and Skills

Knowledge of the following: computer system design, analysis, operating systems, security, communications, and operations of medium and large scale systems; knowledge of governmental administration and management; interactive processing environments; the development, installation and functions associated with local area networks and Metropolitan Area Networks; and diagnostic procedures for problem resolution in a computer system environment. Ability to recognize, evaluate, diagnose and correct system operating problems, and network operating problems; to establish and maintain effective working relationships with all end users and other Seminole County agencies; and to communicate effectively both orally and in writing.

Education

Bachelor's Degree in Computer Science and three (3) years' experience in computer systems analysis and design including two (2) year experience in designing Local Area Networks and program analysis. Prefer experience with AS/400 systems, Novell Networks and the design and development of network systems. Prefer a Novell Certified Network Engineer Certification (CNE).
A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting with some fieldwork. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment. Some duties performed will require lifting objects weighing approximately 25 pounds.